



TORQ Analysis of Office Clerks, General to License Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

91

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	95	Level	85	Level	91

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Deductive Reasoning	44	3	50	Speaking	56	10	76	Customer and Personal Service	76	14	88
Written Comprehension	50	2	72	Active Listening	62	5	83				
Written Expression	48	2	65	Reading Comprehension	64	5	80				
Speech Clarity	44	2	62								
Information Ordering	44	2	50								
Selective Attention	39	2	50								
Oral Comprehension	51	1	75								
Inductive Reasoning	42	1	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Office Clerks, General and License Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Office Clerks, General	License Clerks	Importance
Oral Comprehension	50	51	75
Oral Expression	57	53	75
Written Comprehension	48	50	72
Written Expression	46	48	65



Speech Recognition	55		41		62	
Speech Clarity	42		44		62	
Near Vision	57		51		59	
Problem Sensitivity	46		42		53	
Deductive Reasoning	41		44		50	
Inductive Reasoning	41		42		50	
Information Ordering	42		44		50	
Selective Attention	37		39		50	

Skill Level Comparison - Abilities with importance scores over 69

Description	Office Clerks, General	License Clerks	Importance
Active Listening	57	62	83
Reading Comprehension	59	64	80
Speaking	46	56	76

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	License Clerks	Importance
Customer and Personal Service	62	76	88
Clerical	79	68	73

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Office Clerks, General	License Clerks	Description	Office Clerks, General	License Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	6%	0%	Master's Degree	0%	0%
2-4 years	3%	24%	Post-Bachelor Cert	0%	0%
1-2 years	48%	25%	Bachelors	0%	0%
6-12 months	12%	10%	AA or Equiv	12%	3%
3-6 months	6%	24%	Some College	21%	37%
1-3 months	1%	0%	Post-Secondary Certificate	14%	5%
0-1 month	1%	0%	High School Diploma or GED	47%	54%
None	19%	15%	No HSD or GED	4%	0%

Office Clerks, General

License Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Office Clerks, General

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Specific Tasks

Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts,

License Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to



policies, invoices, or checks.

- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.
- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.
- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports

courts for adherence to laws or court procedures.

- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information



- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks

transcribe spoken or written information

- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures



- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Description	Office Clerks, General	License Clerks	Difference
Median Wage	\$ 24,040	\$ 27,650	\$ 3,610
10th Percentile Wage	\$ 15,370	\$ 19,340	\$ 3,970
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 32,310	\$ 2,790
90th Percentile Wage	\$ 34,880	\$ 37,730	\$ 2,850
Mean Wage	\$ 24,580	\$ 27,780	\$ 3,200
Total Employment - 2007	13,910	1,190	-12,720
Employment Base - 2006	14,238	1,198	-13,040
Projected Employment - 2016	15,020	1,302	-13,718
Projected Job Growth - 2006-2016	5.5 %	8.7 %	3.2 %

Projected Annual Openings - 2006-2016

339

37

-302

National Job Posting Trends

Trend for Office Clerks, General

Trend for
License
ClerksData from [Indeed](http://Indeed.com)

Recommended Programs

Executive Assistant/Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu



Maine Statewide Promotion Opportunities for Office Clerks, General

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28
43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37
43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177
43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6

Top Industries for License Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%



Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

Top Industries for Office Clerks, General

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%